

TARGET FUTURE BUSINESS
CAPABILITIES WORK PRODUCT

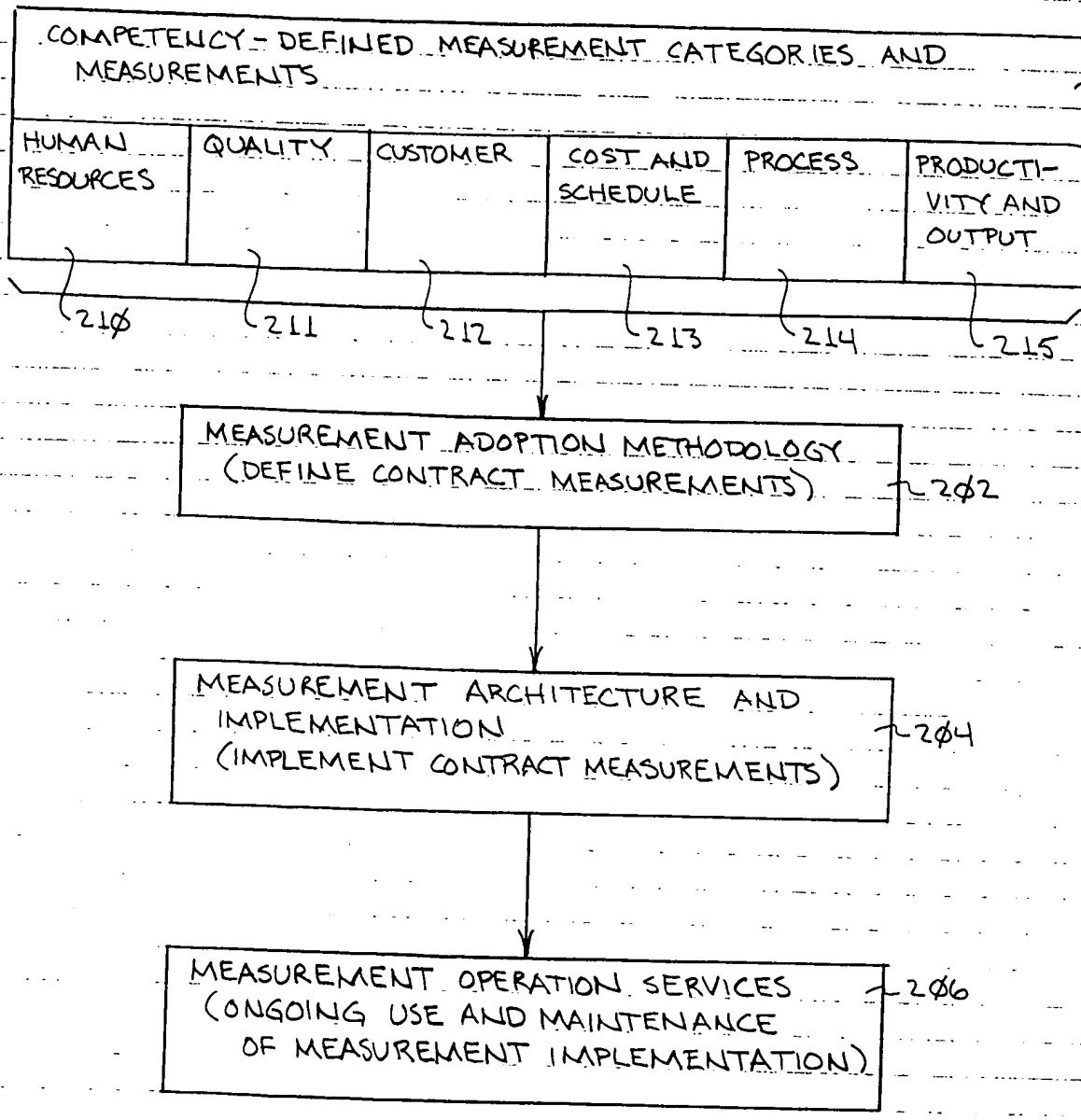
L 1φ1

MEASUREMENT MODEL
WORK PRODUCT

L 1φ2

MEASUREMENT GAP
ANALYSIS WORK PRODUCT ~ L 1φ3

FIGURE 1



MEASUREMENT AND PERFORMANCE MANAGEMENT (MAPM) WORK PRODUCTS

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FIG. 2

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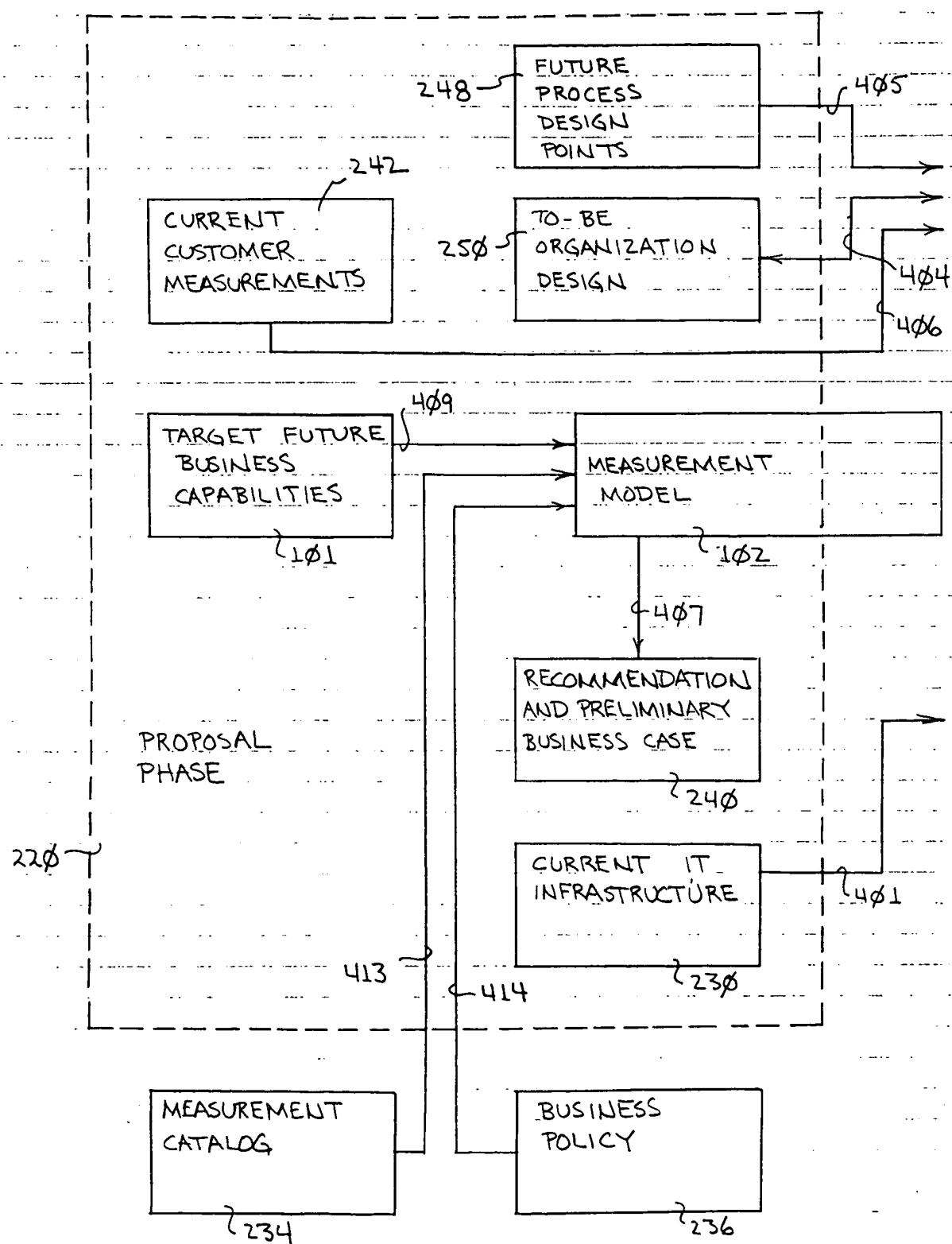


FIG. 3 A

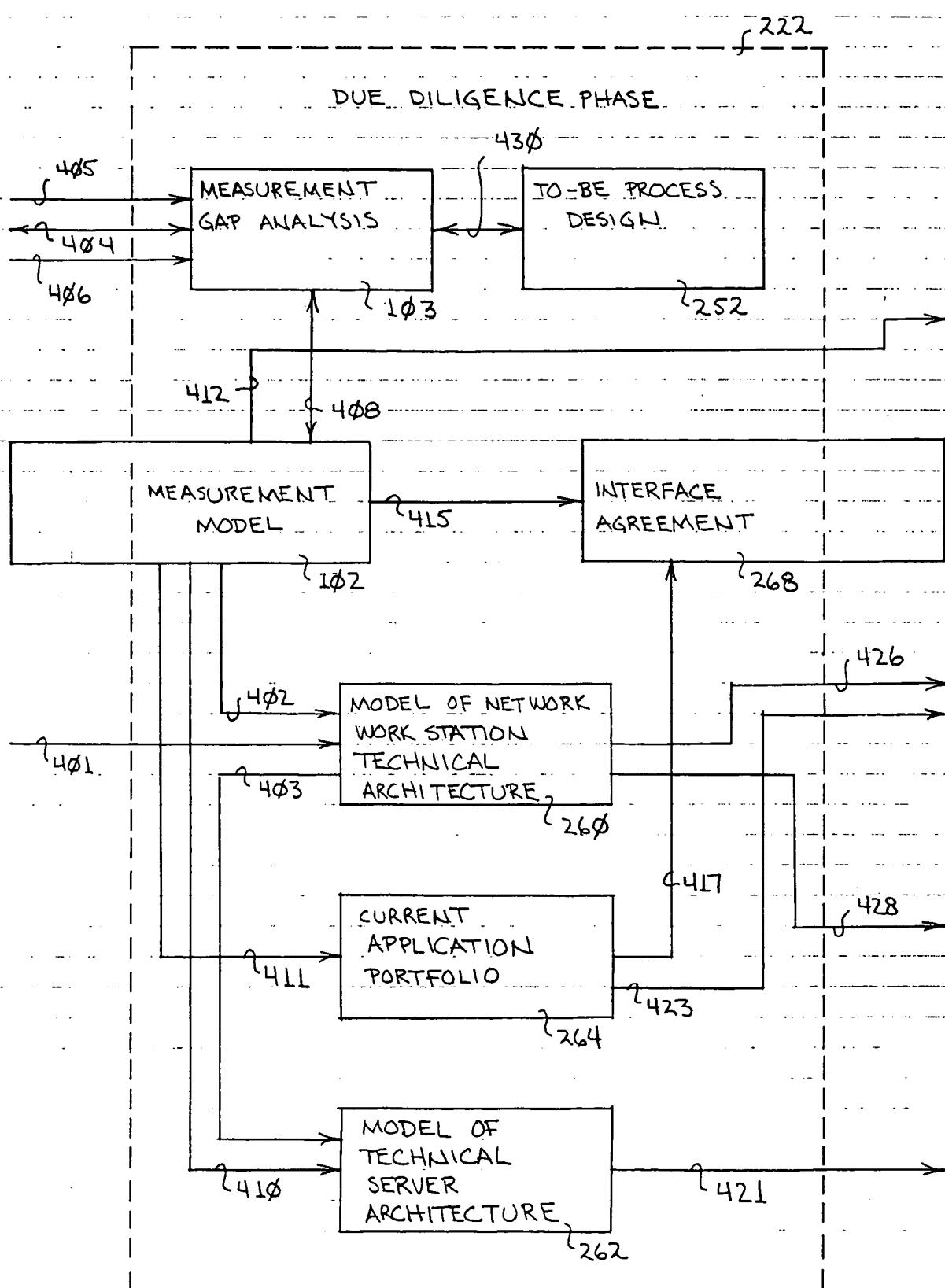


FIG. 3.B

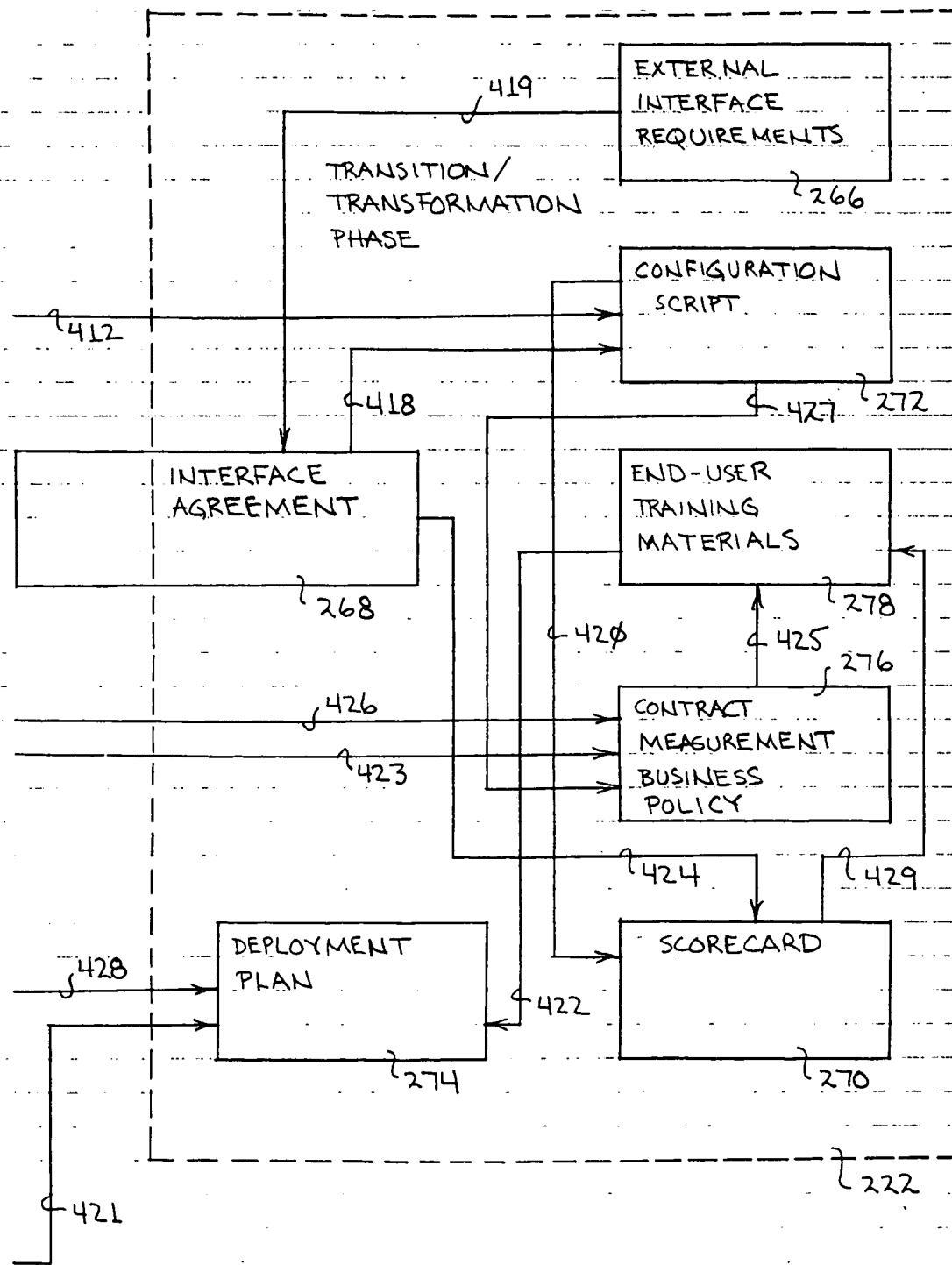


FIG. 3C

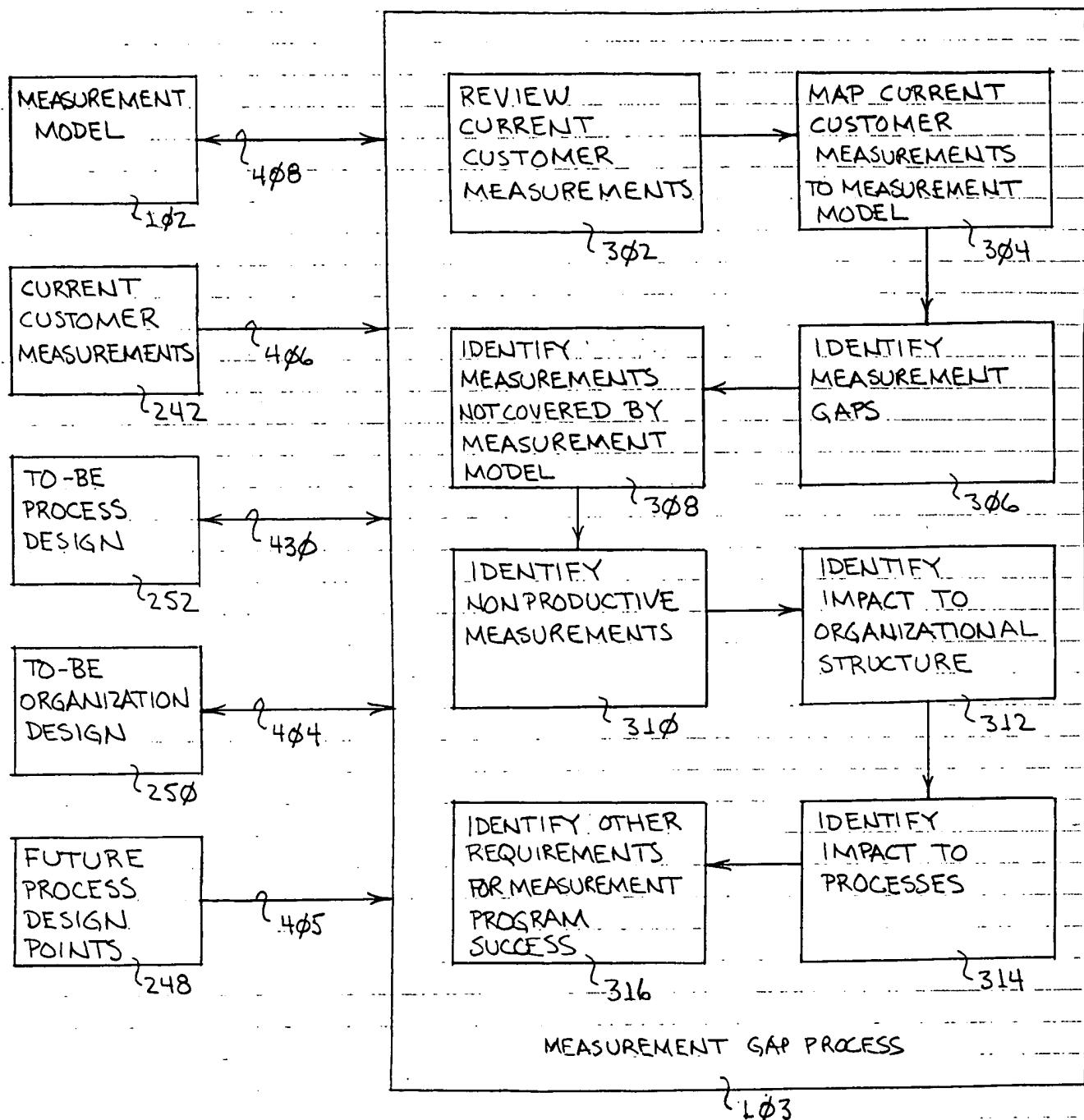


FIG. 4

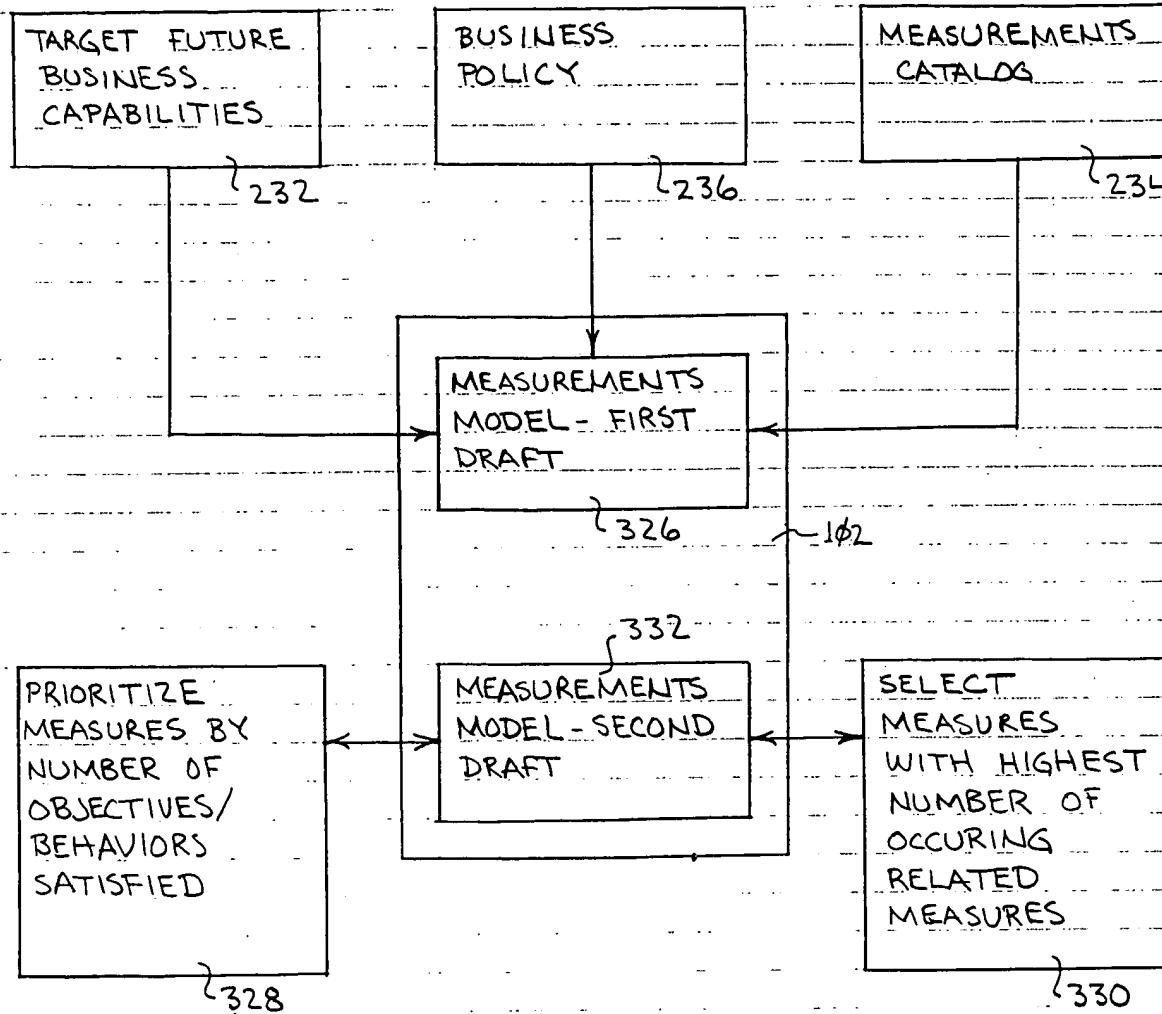


FIG. 5

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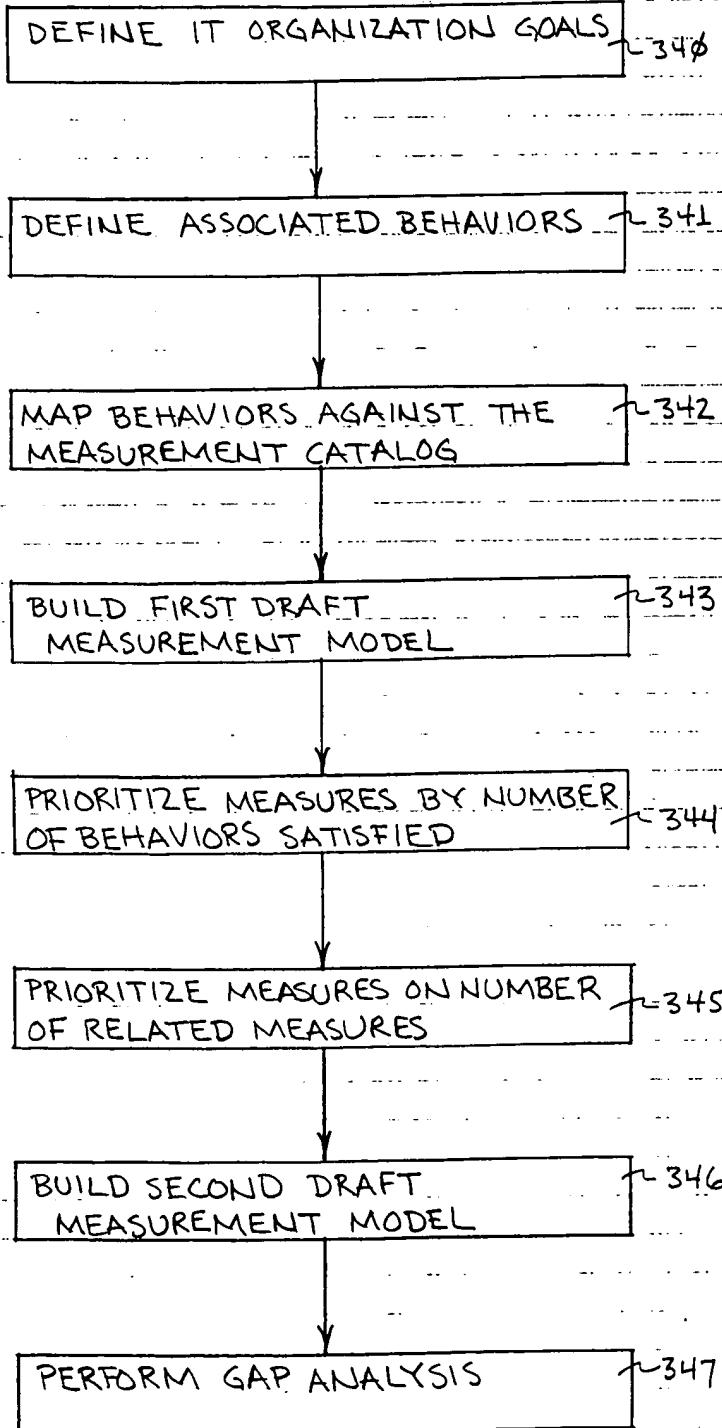


FIG. 6